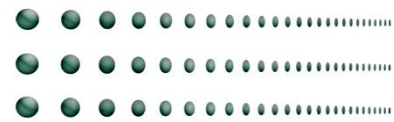




RTO provider code: 60034

Business Skills
IT Solutions
Qualifications



Managing Change

National Competency Standard (BSB):

BSBINN201 Contribute to workplace innovation

BSBINN301 Promote innovation in a team environment

Course Objectives

This course is both a workshop and training session. The course teaches personal and technical change management skills, and uses those skills to facilitate the planning of change within the client organisation. On completion of the course clients will have a sound grasp of basic change management principles and be able to apply those skills in a real world environment.

Duration

1 Day.

Course Outcomes

1. Identify the fundamentals of change management.
2. Understand how change may be perceived by those affected by it and how to manage change in an appropriate way.
3. Prepare and plan for change.
4. Carry stakeholders with you.
5. Implement change.
6. Evaluate the success of change.

Optional Assessment

This is a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit(s) of competency outlined above (additional fee applies – please enquire when you book). Exercises completed during the course will be used as evidence towards unit competency. Participants who choose not to be assessed will receive a Certificate of Attendance.

Managing Change

Course Content

Module One: Getting Started

- Workshop Objectives

Module Two: Preparing for Change

- Defining Your Strategy
- Building the Team

Module Three: Identifying the WIFM

- What's in it for Me?
- Building Support

Module Four: Understanding Change

- Influences on Change
- Common Reactions to Change
- Tools to Help the Change Process

Module Five: Leading and Managing the Change

- Preparing and Planning
- Delegating
- Keep the Lines of Communication Open
- Coping with Pushback

Module Six: Gaining Support

- Gathering Data
- Addressing Concerns and Issues
- Evaluating and Adapting

Module Seven: Making it All Worthwhile

- Leading Status Meetings
- Celebrating Successes
- Sharing the Results and Benefits

Module Eight: Using Appreciative Inquiry

- The Four Stages
- The Purposes of Appreciative Inquiry
- Examples and Case Studies

Module Nine: Bringing People to Your Side

- A Dash of Emotion
- Plenty of Facts

Module Ten: Building Resiliency

- What is Resiliency?
- Why is It Important?
- Five Easy Steps for the Leader and the Individual

Module Eleven: Building Flexibility

- What is Flexibility?
- Why is it Important?
- Five Easy Steps for the Leader and the Individual

Module Twelve: Wrapping Up

- Words from the Wise